



**ENROLLMENT PACKET NOTICE TO HOUSEHOLD WHERE ALL PEOPLE MUST
CHOOSE A HEALTH PLAN (MANDATORY)**
NC Medicaid 20190925 v1.0

Patricia A. Jones
1234 Any Main St
Raleigh, NC 27603-1000

October 1, 2019

Dear Patricia A. Jones:

There will be a new way to get Medicaid health care

Starting **February 1, 2020**, most people will get the same Medicaid services in a new way – through health insurance plans.

A **health plan** is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything will come from the same plan. This includes physical health, mental health and medicine. Some health plans provide added services like programs to help you quit smoking.

Some things will stay the same

Medicaid eligibility rules are not changing.

**The people below should choose a primary care provider and
health plan by December 13, 2019**

Patricia A. Jones

Medicaid ID: 123-45-6789

Rodney M. Jones

Medicaid ID: 987-65-4321

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To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

There are 3 steps to enroll:

① Choose a primary care provider (PCP)

- Your **PCP** could be your family doctor, clinic or other health care provider. Your PCP will help you with your health care needs. You can also choose a new PCP.
- You can choose a different PCP for each member.
- Remember, health plans work with different PCPs. To keep your doctor, clinic or other provider as your PCP, find out which plans they work with. Then choose one of those plans.
- You can ask your provider which plans they work with. Or you can call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- You can also find a list of doctors and other specialists for each plan at ncmedicaidplans.gov.

② Choose a health plan in NC Medicaid Managed Care

- If you want to keep your provider as your PCP, choose a health plan your PCP works with.
- Read the Health Plan Comparison Chart that came with this letter. It tells you about the plans and added services they offer.
- Compare the plans and choose the best one for you.

③ Enroll in one of these ways

- Go to ncmedicaidplans.gov.
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- Mail the enrollment form in the envelope that came with this letter. Or fax it to 1-833-898-9655.

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We will choose a health plan for you if you don't choose by December 13, 2019

It's better if you choose because you know your health care needs best.

If you decide later that you want to change your health plan

You will be able to change your health plan until **April 30, 2020**.

After that, unless you have a special reason, you cannot change your health plan until your Medicaid recertification date.

If you think you should not be enrolled in a health plan because you need certain services to address needs related to developmental disability, mental illness, traumatic brain injury, or substance use disorder, you can request a reconsideration. This is a review of the decision. To ask for a reconsideration call us at **1-833-870-5500** (TTY: 1-833-870-5588).

What happens next

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan's member services number on your ID card.

You can start using your new health plan on February 1, 2020. Until then, get care and services the way you do now.

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the "chat" tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 8 p.m., 7 days a week. After December 13, 2019, we are open from 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call us or go to the website.

Thank you,

NC Medicaid Team